



***Specialized Purchasing Consultants***

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[www.spccopypro.com](http://www.spccopypro.com)

# **2016-2017 Annual Report**

## **Year - End Photocopier Analysis**

**With projected costs for 2017-18**

Ryan Pinheiro  
Saco, City of  
300 Main Street  
Saco, ME 04072



**Specialized Purchasing Consultants Corp.**  
*Serving Maine & New Hampshire since 1988*

September 2017

Skip Tilton  
President

Corporate Office:  
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Ryan Pinheiro  
Saco, City of  
300 Main Street  
Saco, ME 04072

Dear Ryan:

VISIT US ON THE WEB:  
[www.spccopypro.com](http://www.spccopypro.com)

On behalf of all of us at Specialized Purchasing Consultants, thank you for your continued confidence in us. Our relationship is **now 13 years strong**, and we hope that your trust in us and this relationship will continue for many years to come.

The following Annual Report provides an overview of last year's reprographic equipment usage and status. Recommendations are included based on usage and remaining life expectancy to address potential problem areas. This will help to avoid needless down time and improve equipment reliability.

Every year we strive to improve or enhance our services to save our clients time, money, and effort. For the past number of years, numerous new features have been implemented to benefit our clients such as Simplified Billing, FMAudit automated meter reading, STARDoc and IT Asset Management. We hope you have found these services to be beneficial and time-saving. We are very pleased to offer these services at no additional charge.

During our meeting with you to review this report, we would like to take some time to review our current services and discuss how these are being utilized in your district. We also welcome suggestions for improvement to enhance your experience with SPC.

Again, we appreciate the opportunity to continue to provide you with the best possible pricing, service, and equipment. If you have any questions or are in need of more information, please let us know.

Sincerely,

Skip Tilton  
President

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## *The SPC Team...*

*would like to personally thank you for your continued trust and confidence!*

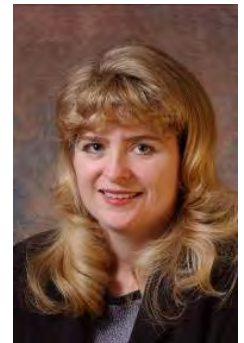


**Skip Tilton, President**

**Billie Jo Tilton, Vice President**

As co-founders of SPC, Billie Jo and I are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of our clients, many of whom we have assisted for more than 20 years! Together, we have realized the lowest prices

possible while improving the quality of your service and equipment, as well as providing ways to increase your equipment reliability and the ability to monitor and track usage variations throughout the year to keep your costs under control.



**Jessica Paradis**

*Accounting Coordinator*

As the new accounting director for SPC, my focus is to ensure transactions are handled with importance, accuracy, and timeliness. My goal is for all communication, with client or vendor, to be satisfactory for all parties. I am

excited to be part of this team, and I am available to answer any billing or contract questions you may have.

**Alex Webster**

*Operations Manager*

My top priority is ensuring that our clients receive the absolute best customer service possible. Whether you have a question about your SPC STARDoc site, an upcoming upgrade or your existing equipment, I am here to answer any questions you may have. I am very excited about the new features that we have on STARDoc. We are now able to offer *at no additional charge to our clients* features that normally cost thousands of dollars.



**Pam Weed**

*Client-Vendor Relations*

It is always my goal to ensure a good working relationship between clients and vendors. This applies to billing, upgrades, equipment reliability, and everything in between. I am available to assist you with smooth transitions and quick resolutions.

**Joel Heffernan**

*Implementation Specialist*

With over 40 years of experience in the copier/printer industry, I am able to deliver knowledgeable assistance before, during, and after equipment changeover. I am available to our clients to address any concerns they may have and to assure our clients have a pleasant experience with SPC.



**Robert Dutil**

*Director of Information Technology*

I work behind the scenes to keep everything running smoothly. I appreciate SPC's honesty, work ethic and loyalty, and it is my goal to make sure SPC has the tools it needs to continue improving their technology to better serve their clients and to be as productive as possible. By doing this, our clientele has the ability to monitor their assets and keep their costs down. I am excited about what the future holds for SPC and our clients.

# Equipment Health Status

|                                                 |           |
|-------------------------------------------------|-----------|
| Total Number of Machines:                       | 30        |
| Total Black Photocopiers                        | 7         |
| Total Color Photocopiers                        | 10        |
| Total Black Network Printers                    | 9         |
| Total Color Network Printers                    | 4         |
| Total Removed from Service:                     | 1         |
| # of Units OFF Warranty:                        | 0         |
| # of Units Approaching End of Warranty:         | 12        |
| # of Units Overused:                            | 0         |
| # of Units Underused:                           | 1         |
| Commencement Date:                              | 7/1/2014  |
| # of Annual Payments Left on Lease              | 2         |
| All Warranties and Service Contracts Expire:    | 6/30/2020 |
| SPC's FM Audit Print Management Software Loaded | Yes       |
| Printer Contract Signed                         | No        |

NOTE: When a machine goes off warranty, it does not mean that the service contract expires. It simply means that if a replacement machine becomes necessary, it may not be at "no charge."

Dear Ryan,

It has been three years since your last upgrade and you could benefit from an onsite visit and an upgrade since costs have come down over the years. You have 12 machines that are nearing the end of warranty. These were machines that were carried over from your previous lease and you own outright. In order to stay ahead of your reliability curve, that upgrade could take place as early as the Summer of 2018. In that way you would only have one payment left. That being said, a second alternative is to wait until August of 2019 when your last payment will have been made. Either way, I am confident that there are other needs that an onsite visit will be able to address.

If we did an upgrade in 2018 however we would extend the life and warranty on a large portion of your equipment for another five years. One of our responsibilities as a consultant firm is to make sure you maximize your capital investment as well as minimize the cost of operation on your service contracts.

Sincerely,  
Skip

## Aging Equipment Summary

The following equipment is seven or more years from the date they were first offered for sale by the manufacturer. This is a major factor because availability of parts, cost of operation and warranties all become diminished at 10 years from the Date of Introduction. Usage, age, and service history need to be considered to see if they are due for replacement soon.

| Building             | Department                    | Make / Model        | Serial Number | Vendor Name | Intro Date |
|----------------------|-------------------------------|---------------------|---------------|-------------|------------|
| Annex Building       | Accounts Payable              | HP Laser Jet P4515  | CNDY354110    | AXIS        | 05/2008    |
| Saco City Hall       | City Clerk                    | Ricoh MPC3300       | V1505600003   | RICOH       | 10/2008    |
| Saco City Hall       | Mail Room                     | Ricoh MPC5000       | V1305600170   | RICOH       | 10/2008    |
| Saco City Hall       | Planning                      | HP Laser Jet P1102w | VNB3281402    | AXIS        | 04/2010    |
| Saco Fire Dept       | Main Office                   | Ricoh MPC4000       | V1205600089   | RICOH       | 11/2008    |
| Saco Fire Dept       | Main Office                   | Ricoh MP171         | V4409502061   | RICOH       | 04/2009    |
| Saco Police Dept     | Administration                | Ricoh MPC3300       | V1505600112   | RICOH       | 10/2008    |
| Saco Police Dept     | Criminal Investigations Chief | Lexmark X264dn      | 3502XNZ       | AXIS        | 03/2009    |
| Saco Police Dept     | Investigations Room           | HP Laser Jet P3015  | VND3F29623    | AXIS        | 07/2008    |
| Saco Public Works    | General Supervisor            | Ricoh MPC3300       | V1505600036   | RICOH       | 10/2008    |
| Saco Water Treatment | Emily's Office                | HP Laser Jet P3015  | VND3F28743    | AXIS        | 07/2008    |

# Warranty Progress Report

## For Year 2016-2017

### Equipment Details

#### Saco Police Dept

#### Administration

| Administration   |             |           | Black Meter & Volume |         | Color Meter & Volume |         |
|------------------|-------------|-----------|----------------------|---------|----------------------|---------|
| Ricoh MPC3300    | Begin Date: | 7/1/2016  | Begin Meter          | 219,752 | Begin Meter          | 96,088  |
| V1505600112      | End Date:   | 6/30/2017 | End Meter            | 250,748 | End Meter            | 112,251 |
| RICOH - 12170089 |             |           | Black Volume:        | 30,996  | Color Volume:        | 16,163  |

*Model Intro Date:* 10/1/2008

#### Date

#### Comments

10/17/2016 Client told Alex Webster at Annual Report meeting that they have been experiencing problems with their printer and that Ricoh has only "put Scotch tape" on the problem. Service history did not reveal any issues, with the last service call in early June 2016 and an average of 25,000 copies/prints between service calls. The client's comments to Alex: "It looks absolutely ridiculous that the tech fixed the copier by using scotch tape. The user at that location hesitates to even send jobs there due to reliability issues." I encouraged Alex to tell client to call often to build a service history. Tom wrote today that they will be on site today and will address the client's issues. Key Operator is Lori Angis.

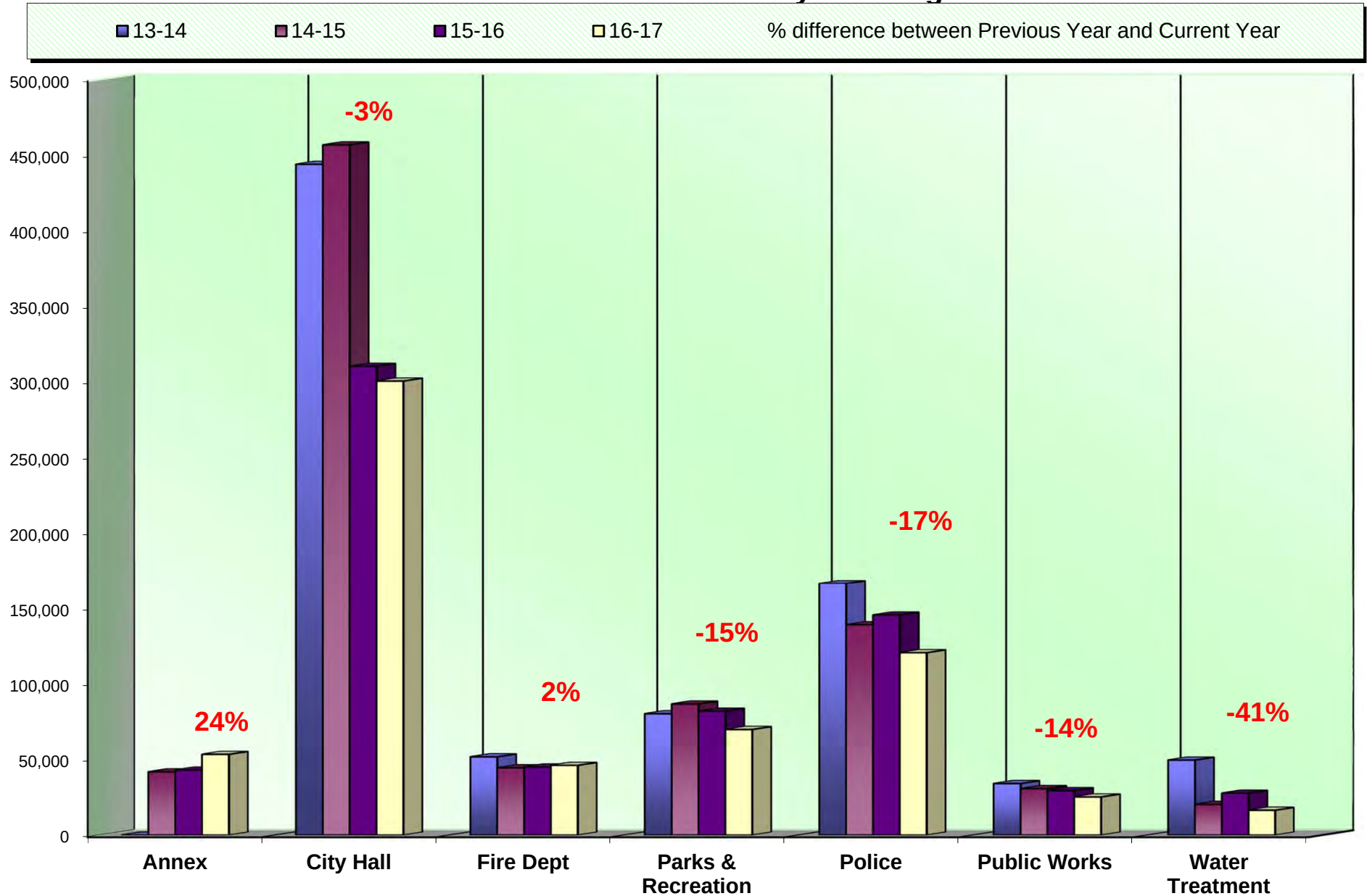
## Warranty Replaced Machines

The following copiers or printers have been replaced by the vendor under the service warranty agreement.

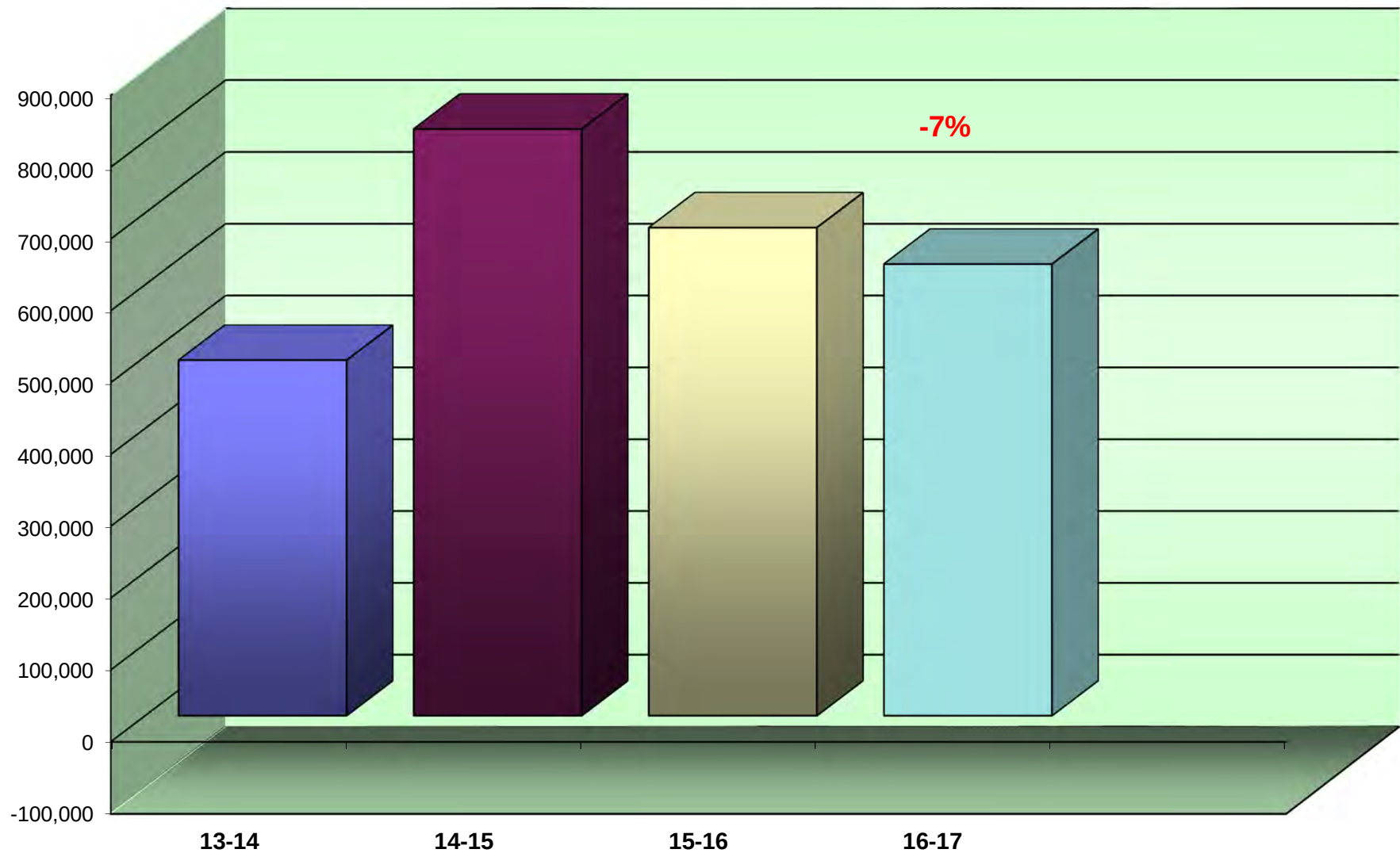
| Building       | Department / Room | Make Model                  | Serial #   | Vendor Id # | Date of Trade |
|----------------|-------------------|-----------------------------|------------|-------------|---------------|
| Saco City Hall | Human Resources   | HP Color Laser Jet CP1518NI | CNAC8240GK |             | 9/29/2016     |



## Annual Black Volume by Building

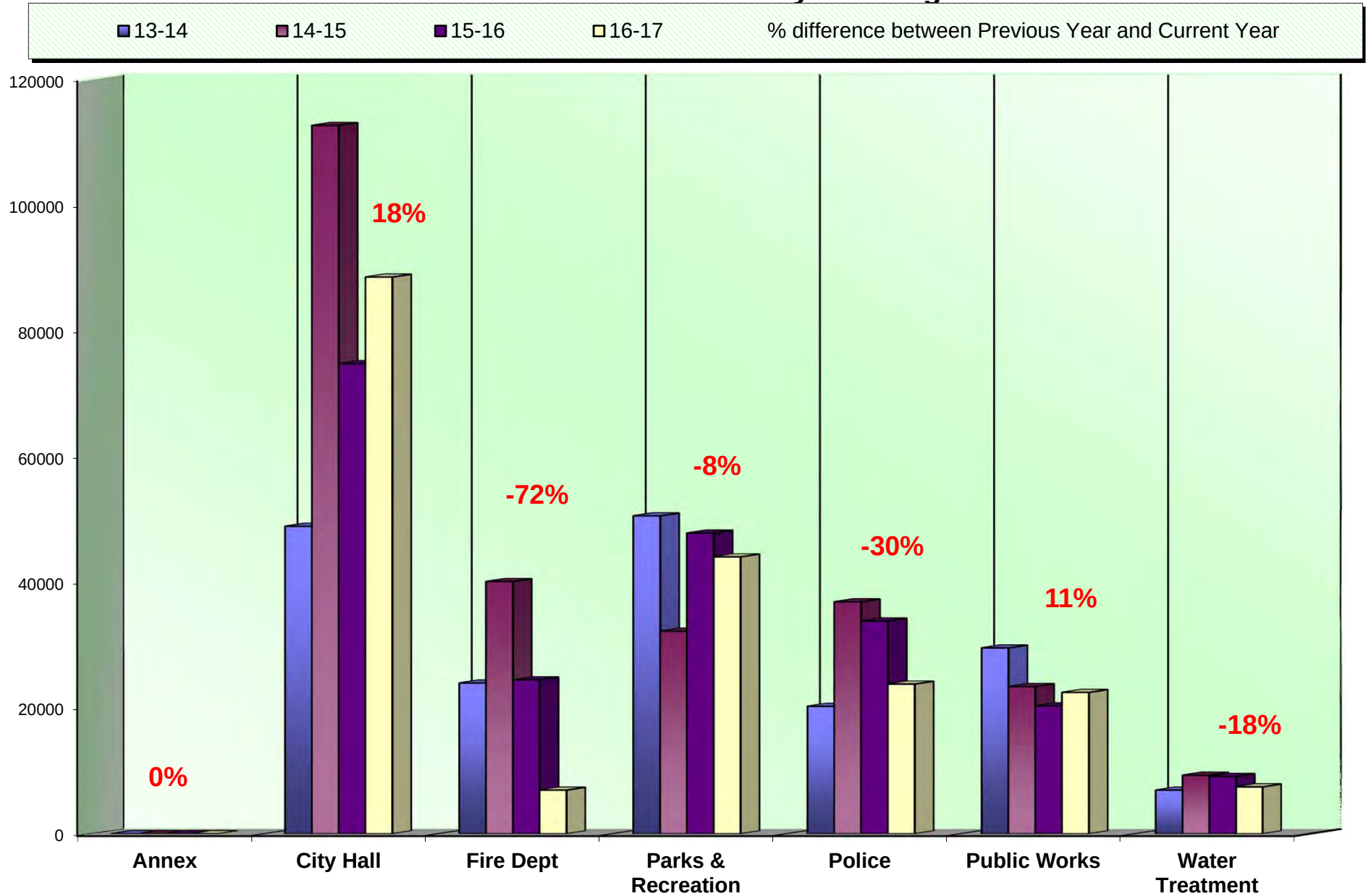


## Annual Black Volume Overall

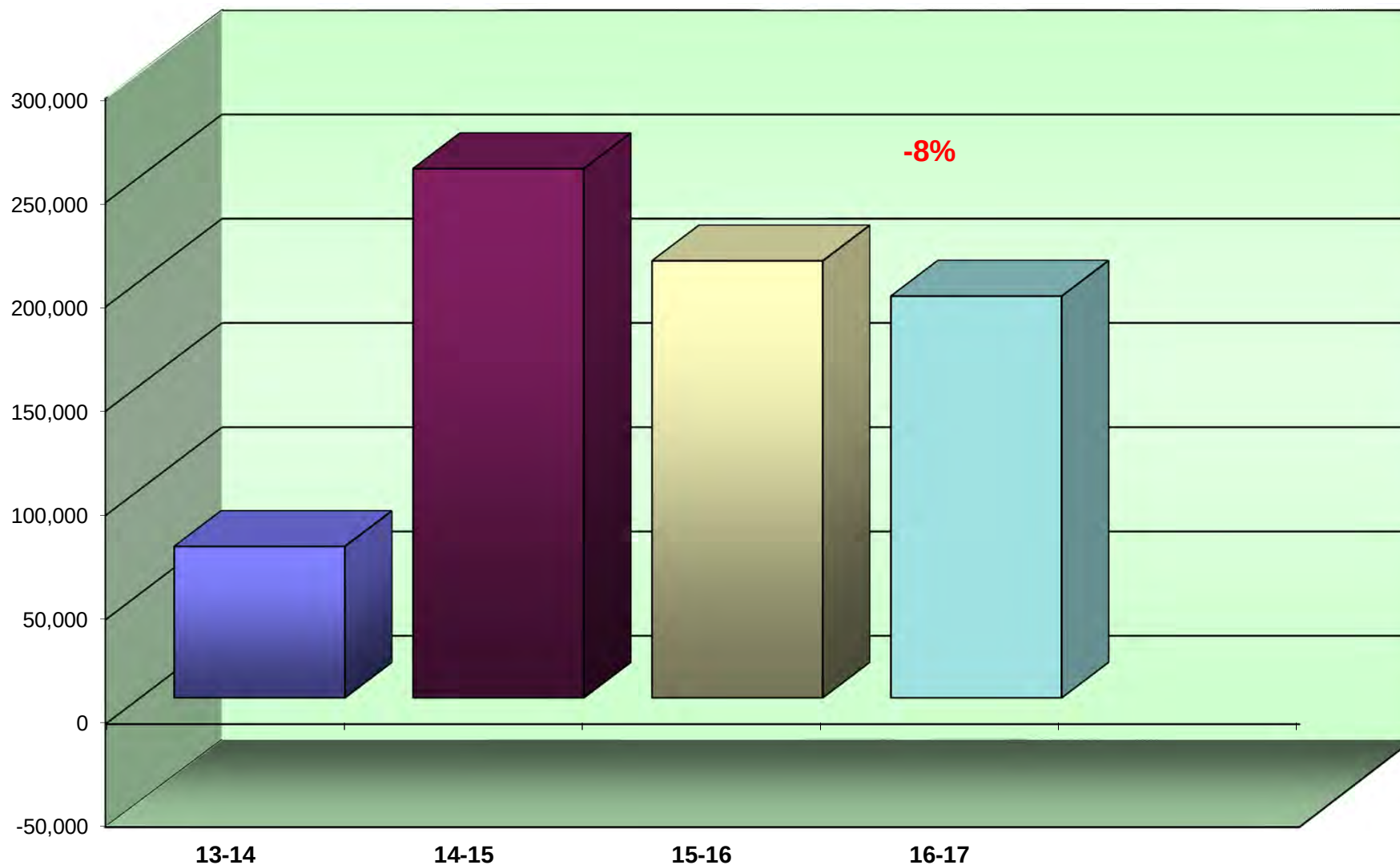


% amount equals the overall increase or decrease between Previous Year and Current Year

## Annual Color Volume by Building

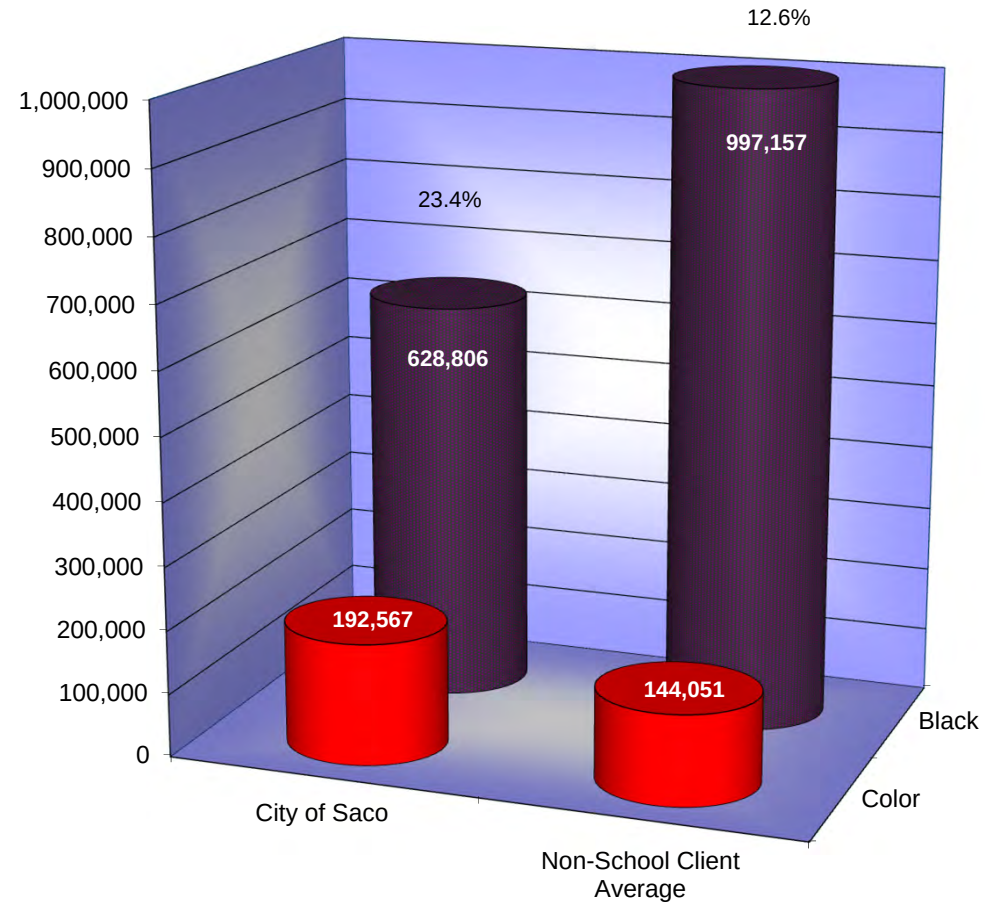


## Annual Color Volume Overall



% amount equals the overall increase or decrease between Previous Year and Current Year

## Color to Total Volume Percentage



## Usage Profile for Service & Supplies

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC. Projected Volume comparison is based on projected volume figured on your most recent Five-Year Equipment Replacement Schedule.

| <i>Make-Model / Speed</i><br><i>Serial Number / Vendor ID</i><br><i>Life / Intro Date</i><br><i>Vendor</i> |                    |         |        | <i>Date of Last Upgrade: 7/1/2014</i><br><i>2016-17</i><br><i>Annual</i><br><i>Volume</i> |  | <i>Cost/Copy</i><br><i>Annual Cost</i> | <i>Recommendations</i> |
|------------------------------------------------------------------------------------------------------------|--------------------|---------|--------|-------------------------------------------------------------------------------------------|--|----------------------------------------|------------------------|
| 7/1/2016<br>Meter                                                                                          | 6/30/2017<br>Meter |         |        |                                                                                           |  |                                        |                        |
| <b>ANNEX BUILDING</b>                                                                                      |                    |         |        |                                                                                           |  |                                        |                        |
| <b>Accounts Payable</b>                                                                                    |                    |         |        |                                                                                           |  |                                        |                        |
| HP Laser Jet P4515 / 62 PPM                                                                                | 113,967            | 133,789 | 19,822 | \$0.007580                                                                                |  |                                        | 9 years from Intro.    |
| CNDY354110 /                                                                                               |                    |         |        | \$150.25                                                                                  |  |                                        |                        |
| 3,000,000 / 05/2008                                                                                        | 0                  | 0       | 0      | \$0.00000                                                                                 |  |                                        |                        |
| Black Network Printer                                                                                      |                    |         |        | \$0.00                                                                                    |  |                                        |                        |
| <b>AXIS</b>                                                                                                |                    |         |        |                                                                                           |  |                                        |                        |
| Ricoh MP 3353 / 33 PPM                                                                                     | 49,262             | 82,310  | 33,048 | \$0.004040                                                                                |  |                                        | None at this time.     |
| E764L950255 / 13421685                                                                                     |                    |         |        | \$133.51                                                                                  |  |                                        |                        |
| 750,000 / 12/2013                                                                                          | 0                  | 0       | 0      | \$0.00000                                                                                 |  |                                        |                        |
| Black Photocopier                                                                                          |                    |         |        | \$0.00                                                                                    |  |                                        |                        |
| <b>RICOH</b>                                                                                               |                    |         |        |                                                                                           |  |                                        |                        |
| <b>Subtotals Black</b>                                                                                     |                    |         |        | <b>52,870</b>                                                                             |  | <b>\$283.76</b>                        |                        |
| <b>Subtotals Color</b>                                                                                     |                    |         |        | <b>0</b>                                                                                  |  | <b>\$0.00</b>                          |                        |



| <i>Make-Model / Speed</i>         | <i>Date of Last Upgrade: 7/1/2014</i> |                            |                                      |                                  |                        |
|-----------------------------------|---------------------------------------|----------------------------|--------------------------------------|----------------------------------|------------------------|
| <i>Serial Number / Vendor ID</i>  |                                       |                            |                                      |                                  |                        |
| <i>Life / Intro Date</i>          |                                       |                            |                                      |                                  |                        |
| <i>Vendor</i>                     | <i>7/1/2016<br/>Meter</i>             | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i> | <i>Recommendations</i> |
| <b>SACO CITY HALL</b>             |                                       |                            |                                      |                                  |                        |
| <b>Assessor's Office</b>          |                                       |                            |                                      |                                  |                        |
| HP Laser Jet Pro M401dne / 35 PPM | 1,396                                 | 2,992                      | 1,596                                | \$0.007580                       | None at this time.     |
| PHGFF31912 /                      |                                       |                            |                                      | \$12.10                          |                        |
| 750,000 / 01/2013                 | 0                                     | 0                          | 0                                    | \$0.00000                        |                        |
| Black Network Printer             |                                       |                            |                                      | \$0.00                           |                        |
| <b>AXIS</b>                       |                                       |                            |                                      |                                  |                        |
| Ricoh MP C5503 / 55 PPM           | 55,444                                | 68,233                     | 12,789                               | \$0.004040                       | None at this time.     |
| E184M710304 / 13277800            |                                       |                            |                                      | \$51.67                          |                        |
| 3,000,000 / 07/2013               | 13,894                                | 14,579                     | 685                                  | \$0.05606                        |                        |
| Color Photocopier                 |                                       |                            |                                      | \$38.40                          |                        |
| <b>RICOH</b>                      |                                       |                            |                                      |                                  |                        |
| <b>City Clerk</b>                 |                                       |                            |                                      |                                  |                        |
| Ricoh MPC3300 / 33 PPM            | 300,998                               | 348,858                    | 47,860                               | \$0.004270                       | 9 years from Intro.    |
| V1505600003 / 12170567            |                                       |                            |                                      | \$204.36                         |                        |
| 750,000 / 10/2008                 | 81,439                                | 89,116                     | 7,677                                | \$0.05313                        |                        |
| Color Photocopier                 |                                       |                            |                                      | \$407.88                         |                        |
| <b>RICOH</b>                      |                                       |                            |                                      |                                  |                        |

| <i>Make-Model / Speed<br/>Serial Number / Vendor ID<br/>Life / Intro Date<br/>Vendor</i> |                           |                            |                                      |                                  | <i>Date of Last Upgrade: 7/1/2014</i> |
|------------------------------------------------------------------------------------------|---------------------------|----------------------------|--------------------------------------|----------------------------------|---------------------------------------|
|                                                                                          | <i>7/1/2016<br/>Meter</i> | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i> | <i>Recommendations</i>                |
| <b>SACO CITY HALL</b>                                                                    |                           |                            |                                      |                                  |                                       |
| <b><i>Copy Room 3rd Floor</i></b>                                                        |                           |                            |                                      |                                  |                                       |
| Ricoh MP C5503 / 55 PPM                                                                  | 70,064                    | 176,521                    | 106,457                              | \$0.004040                       | None at this time.                    |
| E184M710869 / 13278445                                                                   |                           |                            |                                      | \$430.09                         |                                       |
| 3,000,000 / 07/2013                                                                      | 69,071                    | 128,144                    | 59,073                               | \$0.05606                        |                                       |
| Color Photocopier                                                                        |                           |                            |                                      | \$3,311.63                       |                                       |
| <b>RICOH</b>                                                                             |                           |                            |                                      |                                  |                                       |
| <b><i>Finance Clerk 1</i></b>                                                            |                           |                            |                                      |                                  |                                       |
| Ricoh MP4002 / 40 PPM                                                                    | 63,516                    | 97,751                     | 34,235                               | \$0.004040                       | None at this time.                    |
| W524L901080 / 13420795                                                                   |                           |                            |                                      | \$138.31                         |                                       |
| 1,000,000 / 03/2012                                                                      | 0                         | 0                          | 0                                    | \$0.00000                        |                                       |
| Black Photocopier                                                                        |                           |                            |                                      | \$0.00                           |                                       |
| <b>RICOH</b>                                                                             |                           |                            |                                      |                                  |                                       |
| <b><i>Finance Clerk 2</i></b>                                                            |                           |                            |                                      |                                  |                                       |
| Ricoh MP4002 / 40 PPM                                                                    | 75,606                    | 117,095                    | 41,489                               | \$0.004040                       | None at this time.                    |
| W524L900979 / 13421462                                                                   |                           |                            |                                      | \$167.62                         |                                       |
| 1,000,000 / 03/2012                                                                      | 0                         | 0                          | 0                                    | \$0.00000                        |                                       |
| Black Photocopier                                                                        |                           |                            |                                      | \$0.00                           |                                       |
| <b>RICOH</b>                                                                             |                           |                            |                                      |                                  |                                       |



| Date of Last Upgrade: 7/1/2014                                                                     |                        |                        |                             |                                                 |                    |                     |
|----------------------------------------------------------------------------------------------------|------------------------|------------------------|-----------------------------|-------------------------------------------------|--------------------|---------------------|
| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life / Intro Date<br>Vendor                     | 7/1/2016<br>Meter      | 6/30/2017<br>Meter     | 2016-17<br>Annual<br>Volume | Cost/Copy<br>Annual Cost                        | Recommendations    |                     |
| SACO CITY HALL                                                                                     |                        |                        |                             |                                                 |                    |                     |
| Human Resources                                                                                    |                        |                        |                             |                                                 |                    |                     |
| HP Color Laser Jet CP1518NI / 12 PPM<br>CNAC8240GK /<br>150,000 / 04/2008<br>Color Network Printer | 654<br><br>2,651       | 1,553<br><br>4,390     | 899<br><br>1,739            | \$0.007580<br>\$6.81<br>\$0.08838<br>\$153.69   | Traded             |                     |
| AXIS                                                                                               |                        |                        |                             |                                                 |                    |                     |
| Mail Room                                                                                          |                        |                        |                             |                                                 |                    |                     |
| Ricoh MPC5000 / 50 PPM<br>V1305600170 / 12170797<br>2,000,000 / 10/2008<br>Color Photocopier       | 471,672<br><br>271,832 | 481,620<br><br>277,930 | 9,948<br><br>6,098          | \$0.004270<br>\$42.48<br>\$0.05313<br>\$323.99  |                    | 9 years from Intro. |
| RICOH                                                                                              |                        |                        |                             |                                                 |                    |                     |
| Payroll/Benefits Specialist                                                                        |                        |                        |                             |                                                 |                    |                     |
| Ricoh MP C4503 / 45 PPM<br>E174M461358 / 13278429<br>1,000,000 / 07/2013<br>Color Photocopier      | 61,772<br><br>5,818    | 103,407<br><br>19,018  | 41,635<br><br>13,200        | \$0.004040<br>\$168.21<br>\$0.05606<br>\$739.99 | None at this time. |                     |
| RICOH                                                                                              |                        |                        |                             |                                                 |                    |                     |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life / Intro Date<br>Vendor |                   |                    |                             |                          | Date of Last Upgrade: 7/1/2014 |  |
|--------------------------------------------------------------------------------|-------------------|--------------------|-----------------------------|--------------------------|--------------------------------|--|
|                                                                                | 7/1/2016<br>Meter | 6/30/2017<br>Meter | 2016-17<br>Annual<br>Volume | Cost/Copy<br>Annual Cost | Recommendations                |  |
| SACO CITY HALL                                                                 |                   |                    |                             |                          |                                |  |
| Planning                                                                       |                   |                    |                             |                          |                                |  |
| HP Laser Jet P1102w / 19 PPM                                                   | 14,944            | 18,100             | 3,156                       | \$0.007580               | 7 years from Intro.            |  |
| VNB3281402 /                                                                   |                   |                    |                             | \$23.92                  |                                |  |
| 200,000 / 04/2010                                                              | 0                 | 0                  | 0                           | \$0.00000                |                                |  |
| Black Network Printer                                                          |                   |                    |                             | \$0.00                   |                                |  |
| AXIS                                                                           |                   |                    |                             |                          |                                |  |
| Subtotals Black                                                                |                   |                    | 300,064                     | \$1,245.56               |                                |  |
| Subtotals Color                                                                |                   |                    | 88,472                      | \$4,975.58               |                                |  |

| <i>Make-Model / Speed<br/>Serial Number / Vendor ID<br/>Life / Intro Date</i>                   |                           |                            |                                      | <i>Date of Last Upgrade: 7/1/2014</i> |                                |
|-------------------------------------------------------------------------------------------------|---------------------------|----------------------------|--------------------------------------|---------------------------------------|--------------------------------|
| <i>Vendor</i>                                                                                   | <i>7/1/2016<br/>Meter</i> | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i>      | <i>Recommendations</i>         |
| <b>SACO FIRE DEPT</b>                                                                           |                           |                            |                                      |                                       |                                |
| <b>Chief's Office</b>                                                                           |                           |                            |                                      |                                       |                                |
| HP Laser Jet Pro M401dne / 35 PPM<br>PHGFF31916 /<br>750,000 / 01/2013<br>Black Network Printer | 2,649                     | 4,017                      | 1,368                                | \$0.007580<br>\$10.37                 | None at this time.             |
|                                                                                                 | 0                         | 0                          | 0                                    | \$0.00000                             |                                |
|                                                                                                 |                           |                            |                                      | \$0.00                                |                                |
| <b>AXIS</b>                                                                                     |                           |                            |                                      |                                       |                                |
| <b>Main Office</b>                                                                              |                           |                            |                                      |                                       |                                |
| Ricoh MP171 / 17 PPM<br>V4409502061 / 12271091<br>200,000 / 04/2009<br>Black Photocopier        | 34,145                    | 34,524                     | 379                                  | \$0.004270<br>\$1.62                  | 8 years from Intro. Underused! |
|                                                                                                 | 0                         | 0                          | 0                                    | \$0.00000                             |                                |
|                                                                                                 |                           |                            |                                      | \$0.00                                |                                |
| <b>RICOH</b>                                                                                    |                           |                            |                                      |                                       |                                |
| Ricoh MPC4000 / 40 PPM<br>V1205600089 / 12166709<br>1,000,000 / 11/2008<br>Color Photocopier    | 246,777                   | 290,697                    | 43,920                               | \$0.004270<br>\$187.54                | 9 years from Intro.            |
|                                                                                                 | 164,114                   | 170,991                    | 6,877                                | \$0.05313                             |                                |
|                                                                                                 |                           |                            |                                      | \$365.38                              |                                |
| <b>RICOH</b>                                                                                    |                           |                            |                                      |                                       |                                |
| <b>Subtotals Black</b>                                                                          |                           |                            | <b>45,667</b>                        | <b>\$199.53</b>                       |                                |
| <b>Subtotals Color</b>                                                                          |                           |                            | <b>6,877</b>                         | <b>\$365.38</b>                       |                                |

| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life / Intro Date |                   |                    |                             | Date of Last Upgrade: 7/1/2014 |                    |
|----------------------------------------------------------------------|-------------------|--------------------|-----------------------------|--------------------------------|--------------------|
| Vendor                                                               | 7/1/2016<br>Meter | 6/30/2017<br>Meter | 2016-17<br>Annual<br>Volume | Cost/Copy<br>Annual Cost       | Recommendations    |
| SACO PARKS & RECREATION                                              |                   |                    |                             |                                |                    |
| Copy Room                                                            |                   |                    |                             |                                |                    |
| Ricoh MP4002 / 40 PPM                                                | 89,968            | 134,505            | 44,537                      | \$0.004040                     | None at this time. |
| W524L901035 / 13420965                                               |                   |                    |                             | \$179.93                       |                    |
| 1,000,000 / 03/2012                                                  | 0                 | 0                  | 0                           | \$0.00000                      |                    |
| Black Photocopier                                                    |                   |                    |                             | \$0.00                         |                    |
| RICOH                                                                |                   |                    |                             |                                |                    |
| Garage                                                               |                   |                    |                             |                                |                    |
| HP Color Laser Jet M451dn / 21 PPM                                   | 558               | 1,094              | 536                         | \$0.007580                     | None at this time. |
| CNDF370831 /                                                         |                   |                    |                             | \$4.06                         |                    |
| 500,000 / 02/2012                                                    | 1,104             | 2,117              | 1,013                       | \$0.08838                      |                    |
| Color Network Printer                                                |                   |                    |                             | \$89.53                        |                    |
| AXIS                                                                 |                   |                    |                             |                                |                    |
| Main Office                                                          |                   |                    |                             |                                |                    |
| Ricoh MPC3002 / 30 PPM                                               | 86,798            | 110,851            | 24,053                      | \$0.004270                     | None at this time. |
| W492L600920 / 12620918                                               |                   |                    |                             | \$102.71                       |                    |
| 750,000 / 02/2012                                                    | 140,453           | 183,364            | 42,911                      | \$0.05313                      |                    |
| Color Photocopier                                                    |                   |                    |                             | \$2,279.86                     |                    |
| RICOH                                                                |                   |                    |                             |                                |                    |
| Subtotals Black                                                      |                   |                    | 69,126                      | \$286.70                       |                    |
| Subtotals Color                                                      |                   |                    | 43,924                      | \$2,369.39                     |                    |

| <i>Make-Model / Speed</i>          | <i>Date of Last Upgrade: 7/1/2014</i> |                            |                                      |                                  |                        |
|------------------------------------|---------------------------------------|----------------------------|--------------------------------------|----------------------------------|------------------------|
| <i>Serial Number / Vendor ID</i>   |                                       |                            |                                      |                                  |                        |
| <i>Life / Intro Date</i>           |                                       |                            |                                      |                                  |                        |
| <i>Vendor</i>                      | <i>7/1/2016<br/>Meter</i>             | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i> | <i>Recommendations</i> |
| <b>SACO POLICE DEPT</b>            |                                       |                            |                                      |                                  |                        |
| <b>Administration</b>              |                                       |                            |                                      |                                  |                        |
| HP Laser Jet Pro M401dne / 35 PPM  | 1,457                                 | 3,839                      | 2,382                                | \$0.007580                       | None at this time.     |
| PHGFF31860 /                       |                                       |                            |                                      | \$18.06                          |                        |
| 750,000 / 01/2013                  | 0                                     | 0                          | 0                                    | \$0.00000                        |                        |
| Black Network Printer              |                                       |                            |                                      | \$0.00                           |                        |
| <b>AXIS</b>                        |                                       |                            |                                      |                                  |                        |
| Ricoh MPC3300 / 33 PPM             | 219,752                               | 250,748                    | 30,996                               | \$0.004270                       | 9 years from Intro.    |
| V1505600112 / 12170089             |                                       |                            |                                      | \$132.35                         |                        |
| 750,000 / 10/2008                  | 96,088                                | 112,251                    | 16,163                               | \$0.05313                        |                        |
| Color Photocopier                  |                                       |                            |                                      | \$858.74                         |                        |
| <b>RICOH</b>                       |                                       |                            |                                      |                                  |                        |
| <b>Criminal Investigations</b>     |                                       |                            |                                      |                                  |                        |
| HP Color Laser Jet M451dn / 21 PPM | 25,390                                | 33,392                     | 8,002                                | \$0.007580                       | None at this time.     |
| CNDCG8D1PQ /                       |                                       |                            |                                      | \$60.66                          |                        |
| 500,000 / 02/2012                  | 28,541                                | 35,994                     | 7,453                                | \$0.08838                        |                        |
| Color Network Printer              |                                       |                            |                                      | \$658.70                         |                        |
| <b>AXIS</b>                        |                                       |                            |                                      |                                  |                        |

| Date of Last Upgrade: 7/1/2014                                                                 |                   |                    |                             |                                               |
|------------------------------------------------------------------------------------------------|-------------------|--------------------|-----------------------------|-----------------------------------------------|
| Make-Model / Speed<br>Serial Number / Vendor ID<br>Life / Intro Date<br>Vendor                 | 7/1/2016<br>Meter | 6/30/2017<br>Meter | 2016-17<br>Annual<br>Volume | Cost/Copy<br>Annual Cost<br>Recommendations   |
| SACO POLICE DEPT                                                                               |                   |                    |                             |                                               |
| Criminal Investigations Chief                                                                  |                   |                    |                             |                                               |
| Lexmark X264dn / 30 PPM<br>3502XNZ /<br>750,000 / 03/2009<br>Black Laser MFP                   | 34,515<br><br>0   | 35,105<br><br>0    | 590<br><br>0                | \$0.007580<br>\$4.47<br>\$0.00000<br>\$0.00   |
| 8 years from Intro.                                                                            |                   |                    |                             |                                               |
| AXIS                                                                                           |                   |                    |                             |                                               |
| Dispatch                                                                                       |                   |                    |                             |                                               |
| HP Laser Jet Pro M401dn / 35 PPM<br>PHGFF31919 /<br>750,000 / 06/2012<br>Black Network Printer | 46,791<br><br>0   | 78,816<br><br>0    | 32,025<br><br>0             | \$0.007580<br>\$242.75<br>\$0.00000<br>\$0.00 |
| None at this time.                                                                             |                   |                    |                             |                                               |
| AXIS                                                                                           |                   |                    |                             |                                               |
| Investigations Room                                                                            |                   |                    |                             |                                               |
| HP Laser Jet P3015 / 42 PPM<br>VND3F29623 /<br>200,000 / 07/2008<br>Black Network Printer      | 42,474<br><br>0   | 59,764<br><br>0    | 17,290<br><br>0             | \$0.007580<br>\$131.06<br>\$0.00000<br>\$0.00 |
| 9 years from Intro.                                                                            |                   |                    |                             |                                               |
| AXIS                                                                                           |                   |                    |                             |                                               |

| <i>Make-Model / Speed<br/>Serial Number / Vendor ID<br/>Life / Intro Date<br/>Vendor</i> |                           |                            |                                      |                                  | <i>Date of Last Upgrade: 7/1/2014</i> |
|------------------------------------------------------------------------------------------|---------------------------|----------------------------|--------------------------------------|----------------------------------|---------------------------------------|
|                                                                                          | <i>7/1/2016<br/>Meter</i> | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i> | <i>Recommendations</i>                |
| <b>SACO POLICE DEPT</b>                                                                  |                           |                            |                                      |                                  |                                       |
| <b>Room 121 Hallway</b>                                                                  |                           |                            |                                      |                                  |                                       |
| Ricoh MP4002 / 40 PPM                                                                    | 45,976                    | 74,506                     | 28,530                               | \$0.004040                       | None at this time.                    |
| W524L901073 / 13421154                                                                   |                           |                            |                                      | \$115.26                         |                                       |
| 1,000,000 / 03/2012                                                                      | 0                         | 0                          | 0                                    | \$0.00000                        |                                       |
| Black Photocopier                                                                        |                           |                            |                                      | \$0.00                           |                                       |
| <b>RICOH</b>                                                                             |                           |                            |                                      |                                  |                                       |
| <b>Subtotals Black</b>                                                                   |                           |                            | <b>119,815</b>                       | <b>\$704.60</b>                  |                                       |
| <b>Subtotals Color</b>                                                                   |                           |                            | <b>23,616</b>                        | <b>\$1,517.44</b>                |                                       |

| <i>Make-Model / Speed</i>        | <i>Date of Last Upgrade: 7/1/2014</i> |                            |                                      |                                  |                        |
|----------------------------------|---------------------------------------|----------------------------|--------------------------------------|----------------------------------|------------------------|
| <i>Serial Number / Vendor ID</i> |                                       |                            |                                      |                                  |                        |
| <i>Life / Intro Date</i>         |                                       |                            |                                      |                                  |                        |
| <i>Vendor</i>                    | <i>7/1/2016<br/>Meter</i>             | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i> | <i>Recommendations</i> |
| <b>SACO PUBLIC WORKS</b>         |                                       |                            |                                      |                                  |                        |
| <b>General Supervisor</b>        |                                       |                            |                                      |                                  |                        |
| Ricoh MPC3300 / 33 PPM           | 197,849                               | 222,834                    | 24,985                               | \$0.004270                       | 9 years from Intro.    |
| V1505600036 / 12170798           |                                       |                            |                                      | \$106.69                         |                        |
| 750,000 / 10/2008                | 150,558                               | 172,848                    | 22,290                               | \$0.05313                        |                        |
| Color Photocopier                |                                       |                            |                                      | \$1,184.27                       |                        |
| <b>RICOH</b>                     |                                       |                            |                                      |                                  |                        |
| <b>Subtotals Black</b>           |                                       |                            | <b>24,985</b>                        | <b>\$106.69</b>                  |                        |
| <b>Subtotals Color</b>           |                                       |                            | <b>22,290</b>                        | <b>\$1,184.27</b>                |                        |



| <i>Make-Model / Speed</i>         | <i>Date of Last Upgrade: 7/1/2014</i> |                            |                                      |                                  |                        |
|-----------------------------------|---------------------------------------|----------------------------|--------------------------------------|----------------------------------|------------------------|
| <i>Serial Number / Vendor ID</i>  |                                       |                            |                                      |                                  |                        |
| <i>Life / Intro Date</i>          |                                       |                            |                                      |                                  |                        |
| <i>Vendor</i>                     | <i>7/1/2016<br/>Meter</i>             | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i> | <i>Recommendations</i> |
| <b>SACO WATER TREATMENT</b>       |                                       |                            |                                      |                                  |                        |
| <b>Copy Room</b>                  |                                       |                            |                                      |                                  |                        |
| Ricoh MPC3003 / 30 PPM            | 26,808                                | 34,918                     | 8,110                                | \$0.004040                       | None at this time.     |
| E154M662161 / 13420515            |                                       |                            |                                      | \$32.76                          |                        |
| 750,000 / 07/2013                 | 12,629                                | 18,868                     | 6,239                                | \$0.05606                        |                        |
| Color Photocopier                 |                                       |                            |                                      | \$349.76                         |                        |
| <b>RICOH</b>                      |                                       |                            |                                      |                                  |                        |
| <b>Emily's Office</b>             |                                       |                            |                                      |                                  |                        |
| HP Laser Jet P3015 / 42 PPM       | 13,178                                | 19,290                     | 6,112                                | \$0.007580                       | 9 years from Intro.    |
| VND3F28743 /                      |                                       |                            |                                      | \$46.33                          |                        |
| 200,000 / 07/2008                 | 0                                     | 0                          | 0                                    | \$0.00000                        |                        |
| Black Network Printer             |                                       |                            |                                      | \$0.00                           |                        |
| <b>AXIS</b>                       |                                       |                            |                                      |                                  |                        |
| <b>Garage Office</b>              |                                       |                            |                                      |                                  |                        |
| HP Laser Jet Pro M401dne / 35 PPM | 1,603                                 | 3,150                      | 1,547                                | \$0.007580                       | None at this time.     |
| PHGFF31917 /                      |                                       |                            |                                      | \$11.73                          |                        |
| 750,000 / 01/2013                 | 0                                     | 0                          | 0                                    | \$0.00000                        |                        |
| Black Network Printer             |                                       |                            |                                      | \$0.00                           |                        |
| <b>AXIS</b>                       |                                       |                            |                                      |                                  |                        |

| <i>Make-Model / Speed<br/>Serial Number / Vendor ID<br/>Life / Intro Date<br/>Vendor</i>         |                           |                            |                                      |                                  | <i>Date of Last Upgrade: 7/1/2014</i> |  |
|--------------------------------------------------------------------------------------------------|---------------------------|----------------------------|--------------------------------------|----------------------------------|---------------------------------------|--|
|                                                                                                  | <i>7/1/2016<br/>Meter</i> | <i>6/30/2017<br/>Meter</i> | <i>2016-17<br/>Annual<br/>Volume</i> | <i>Cost/Copy<br/>Annual Cost</i> | <i>Recommendations</i>                |  |
| <b>SACO WATER TREATMENT</b>                                                                      |                           |                            |                                      |                                  |                                       |  |
| <b>Lab</b>                                                                                       |                           |                            |                                      |                                  |                                       |  |
| HP Color Laser Jet M451dn / 21 PPM<br>CNDF370646 /<br>500,000 / 02/2012<br>Color Network Printer | 1,328                     | 1,838                      | 510                                  | \$0.007580<br>\$3.87             | None at this time.                    |  |
|                                                                                                  | 3,628                     | 4,777                      | 1,149                                | \$0.08838                        |                                       |  |
|                                                                                                  |                           |                            |                                      | \$101.55                         |                                       |  |
| <b>AXIS</b>                                                                                      |                           |                            |                                      |                                  |                                       |  |
| <b>Subtotals Black</b>                                                                           |                           |                            | <b>16,279</b>                        | <b>\$94.69</b>                   |                                       |  |
| <b>Subtotals Color</b>                                                                           |                           |                            | <b>7,388</b>                         | <b>\$451.31</b>                  |                                       |  |

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|                               |         |             |
|-------------------------------|---------|-------------|
| <i>City Wide Black Totals</i> | 628,806 | \$2,921.52  |
| <i>City Wide Color Totals</i> | 192,567 | \$10,863.36 |

## SPC Service & Supply Cost Savings

These tables compare your equipment cost per copy for service and supplies (black prints or copies only) before becoming an SPC client on 9/15/2004 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual 2016-17 fiscal year black print usage. The second table represents your annual and five-year cost savings compared to your previous cost per copy rate.

### BEFORE SPC

| Current Volume | PriorCPC  | Average Annual Cost |
|----------------|-----------|---------------------|
| 628,806        | \$0.03124 | \$19,643.90         |

### CURRENTLY WITH SPC

| Current Volume | Current CPC | Current Cost | Cost Savings | 5 Year Savings |
|----------------|-------------|--------------|--------------|----------------|
| 628,806        | \$0.00465   | \$2,923.95   | \$16,719.95  | \$83,599.76    |

*Today the Cooperative Buying of SPC has netted annual cost savings, on average, of \$16,719.95 x 13 years as a Client*

***=\$217,359.37 Cost Savings!***

## *Projected Equipment Costs by Building - Black*

This table represents projected expenses for BLACK prints or copies by building based on recent activity. Approximate current paper case costs and averaged current annual lease payment are figured in to provide budget information for the upcoming fiscal year.

| Building                | Projected<br>Black Volume | Projected Black<br>Usage Cost | Approx.Paper<br>Cost | Average<br>Annual<br>Equipment Cost | Total Projected<br>Black Usage Cost |
|-------------------------|---------------------------|-------------------------------|----------------------|-------------------------------------|-------------------------------------|
| Annex Building          | 52,870                    | \$290.64                      | \$262.34             | \$1,929.41                          | \$2,482.39                          |
| Saco City Hall          | 300,064                   | \$1,276.02                    | \$1,488.92           | \$10,950.38                         | \$13,715.31                         |
| Saco Fire Dept          | 45,667                    | \$204.20                      | \$226.60             | \$1,666.55                          | \$2,097.35                          |
| Saco Parks & Recreation | 69,126                    | \$293.65                      | \$343.00             | \$2,522.65                          | \$3,159.31                          |
| Saco Police Dept        | 119,815                   | \$721.41                      | \$594.52             | \$4,372.47                          | \$5,688.40                          |
| Saco Public Works       | 24,985                    | \$109.18                      | \$123.98             | \$911.79                            | \$1,144.95                          |
| Saco Water Treatment    | 16,279                    | \$96.97                       | \$80.78              | \$594.08                            | \$771.82                            |
| <b>Total</b>            | <b>628,806</b>            | <b>\$2,992.07</b>             | <b>\$3,120.14</b>    | <b>\$22,947.32</b>                  | <b>\$29,059.53</b>                  |

### *SPC Equipment Bids:*

*Presently our bids are coming in between **15% to 23%** of Retail while the current Salesman's Cost is 50% of Retail. For Example: An 85 CPM Toshiba e-Studio 8508 RADF Duplex Finisher 3-Hole Punch CIF-Print-Color Scan-Hard Drive for Secure Print 85 Copies per Minute with a Retail Cost of \$41,564 is coming in at **\$6,575....16% of Retail!** Our prices are negotiated and supported directly by the manufacturer.*

## *Projected Equipment Costs by Building - Color*

This table represents projected expenses for COLOR prints or copies by building based on recent activity. Current paper case costs and current annual lease payment are NOT figured in to this table, as they are covered in the Black prints report.

| Building                | Projected Color Volume | Service & Supply Cost |
|-------------------------|------------------------|-----------------------|
| Annex Building          | 0                      | \$0.00                |
| Saco City Hall          | 88,472                 | \$5,095.40            |
| Saco Fire Dept          | 6,877                  | \$374.18              |
| Saco Parks & Recreation | 43,924                 | \$2,426.46            |
| Saco Police Dept        | 23,616                 | \$1,553.93            |
| Saco Public Works       | 22,290                 | \$1,212.80            |
| Saco Water Treatment    | 7,388                  | \$462.17              |
| <b><i>Total</i></b>     | <b>192,567</b>         | <b>\$11,124.93</b>    |

## *Service & Supply Usage Profile by Vendor - Black*

This table represents actual expenses for BLACK prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. **Current year's increase is 2.4%.**

| Vendor                  | Equipment Type        | Annual Volume  | 2016- 2017 Cost / Copy | Total Cost        | 2017- 2018 Cost / Copy | Projected Cost    |
|-------------------------|-----------------------|----------------|------------------------|-------------------|------------------------|-------------------|
| Axis Business Solutions | Black Laser MFP       | 590            | \$0.00758              | \$4.47            | \$0.00776              | \$4.58            |
| Axis Business Solutions | Black Network Printer | 85,298         | \$0.00758              | \$646.56          | \$0.00776              | \$661.91          |
| Axis Business Solutions | Color Network Printer | 9,947          | \$0.00758              | \$75.40           | \$0.00776              | \$77.19           |
| Ricoh USA               | Black Photocopier     | 181,839        | \$0.00404              | \$734.63          | \$0.00414              | \$752.81          |
| Ricoh USA               | Black Photocopier     | 379            | \$0.00427              | \$1.62            | \$0.00437              | \$1.66            |
| Ricoh USA               | Color Photocopier     | 168,991        | \$0.00404              | \$682.72          | \$0.00414              | \$699.62          |
| Ricoh USA               | Color Photocopier     | 181,762        | \$0.00427              | \$776.12          | \$0.00437              | \$794.30          |
| <b>Total</b>            |                       | <b>628,806</b> | <b>\$0.00465</b>       | <b>\$2,921.52</b> | <b>\$0.00476</b>       | <b>\$2,992.07</b> |

## *Service & Supply Usage Profile by Vendor - Color*

This table represents actual and projected expenses for COLOR prints or copies by vendor for the current and next fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. **Current year's increase is 2.4%.**

| Vendor                  | Equipment Type        | Annual Volume | 2016- 2017 Cost / Copy | Total Cost  | 2017- 2018 Cost / Copy | Projected Cost |
|-------------------------|-----------------------|---------------|------------------------|-------------|------------------------|----------------|
| Axis Business Solutions | Color Network Printer | 11,354        | \$0.08838              | \$1,003.47  | \$0.09050              | \$1,027.54     |
| Ricoh USA               | Color Photocopier     | 102,016       | \$0.05313              | \$5,420.11  | \$0.05441              | \$5,550.69     |
| Ricoh USA               | Color Photocopier     | 79,197        | \$0.05606              | \$4,439.78  | \$0.05741              | \$4,546.70     |
| Total                   |                       | 192,567       | \$0.05641              | \$10,863.36 | \$0.05777              | \$11,124.93    |



## *Reprographic Equipment Assessment*

This chart provides the status of your equipment and details of your current lease, if any. \*

|                                          |                            |
|------------------------------------------|----------------------------|
| <b>Total Number of Units</b>             | <b>29</b>                  |
| <b>Total Number of Units on Lease</b>    | <b>18</b>                  |
| <b>Total Number of Units Owned</b>       | <b>11</b>                  |
| <b>Lease Company</b>                     | <b>Norway Savings Bank</b> |
| <b>Lease Start Date</b>                  | <b>7/1/2014</b>            |
| <b>Lease End Date</b>                    | <b>8/1/2019</b>            |
| <b>Term</b>                              | <b>5 Annual</b>            |
| <b>Annual Payment usually due on 8/1</b> | <b>\$22,947.32</b>         |
| <b>Remaining Payments</b>                | <b>2</b>                   |

*\*The determination on the lease has no bearing on Service & Supply and Warranty Contracts.*

*Leased Equipment*

| Building                | Make/Model                | Serial Number |
|-------------------------|---------------------------|---------------|
| Annex Building          | Ricoh MP 3353             | E764L950255   |
| Saco City Hall          | Ricoh MP4002              | W524L900979   |
| Saco City Hall          | Ricoh MP C5503            | E184M710869   |
| Saco City Hall          | HP Laser Jet Pro M401dne  | PHGFF31912    |
| Saco City Hall          | Ricoh MP4002              | W524L901080   |
| Saco City Hall          | Ricoh MP C4503            | E174M461358   |
| Saco City Hall          | Ricoh MP C5503            | E184M710304   |
| Saco Fire Dept          | HP Laser Jet Pro M401dne  | PHGFF31916    |
| Saco Parks & Recreation | Ricoh MP4002              | W524L901035   |
| Saco Police Dept        | Ricoh MP4002              | W524L901073   |
| Saco Police Dept        | HP Laser Jet Pro M401dne  | PHGFF31860    |
| Saco Police Dept        | HP Laser Jet Pro M401dn   | PHGFF31919    |
| Saco Police Dept        | HP Color Laser Jet M451dn | CNDCG8D1PQ    |
| Saco Police Dept        | HP Laser Jet P3015        | VND3F29623    |
| Saco Water Treatment    | Ricoh MPC3003             | E154M662161   |
| Saco Water Treatment    | HP Laser Jet P3015        | VND3F28743    |
| Saco Water Treatment    | HP Color Laser Jet M451dn | CNDF370646    |
| Saco Water Treatment    | HP Laser Jet Pro M401dne  | PHGFF31917    |

*Owned Equipment*

| Building                | Make/Model                | Serial Number |
|-------------------------|---------------------------|---------------|
| Annex Building          | HP Laser Jet P4515        | CNDY354110    |
| Saco City Hall          | HP Laser Jet P1102w       | VNB3281402    |
| Saco City Hall          | Ricoh MPC5000             | V1305600170   |
| Saco City Hall          | Ricoh MPC3300             | V1505600003   |
| Saco Fire Dept          | Ricoh MPC4000             | V1205600089   |
| Saco Fire Dept          | Ricoh MP171               | V4409502061   |
| Saco Parks & Recreation | Ricoh MPC3002             | W492L600920   |
| Saco Parks & Recreation | HP Color Laser Jet M451dn | CNDF370831    |
| Saco Police Dept        | Lexmark X264dn            | 3502XNZ       |
| Saco Police Dept        | Ricoh MPC3300             | V1505600112   |
| Saco Public Works       | Ricoh MPC3300             | V1505600036   |



## Service and Supply Contract - Client

Specialized Purchasing Consultants ("SPC") hereby contracts with \_\_\_\_\_ ("Client") to provide comprehensive services, supplies, and maintenance to equipment described on Schedule A ("Equipment") using the Contracted Vendor shown below at a cost per print shown on said Schedule A, commencing on \_\_\_\_\_ and terminating on June 30, \_\_\_\_\_. This Service and Supply Contract ("Contract") shall exclude only the cost of paper, transparencies, and staples. Refer to Schedule A for Additional Provisions, if any.

SPC assumes responsibility for all billing and vendor payment. SPC shall invoice Client one-half of the annual projected number of pages multiplied by the cost per print listed on Schedule A. This semi-annual billing will take place July 1 and January 1. Actual meter reads will be collected by SPC either electronically or from Client staff during the month of June. A final Reconciliation spreadsheet and invoice will then be completed and sent to client. Upon payment of each billing invoice during the year, SPC will reimburse Contracted Vendor appropriately. Client is responsible for making payment in full within 30 days of said invoicing to avoid suspension of supplies by Contracted Vendor.

On July 1 of each calendar year during the afore-mentioned term, SPC shall credit Client any unused prepaid pages to Client if fewer copies were made by Client during the Contract period ending on or before June 30 annually than were originally estimated under this Contract for such period. If more pages were consumed than billed in the combined semi-annual billing, an overage invoice will be generated. Following semi-annual billing will be based on previous year volume.

On July 1 of each calendar year during the term of this Contract, SPC, at its option, may increase such costs per print under this Service and Supply Contract by 5% or by a percentage equal to the increase during the immediately preceding 12-month period of "The Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average for All Items, 1982-84 = 100," whichever is less.

Client may terminate Contract at any time with a 30-day written notice. Client will be required to provide final meter reads on all Equipment listed on Schedule A, including those added during the Contract term. Any credits owed to Client after reconciling actual usage versus projected will be paid to Client. Client must return any unused consumables to Contracted Vendor.

**AGREED AND ACCEPTED BY:  
Specialized Purchasing Consultants**

By: Skip Tilton

Title: President/Owner

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**AGREED AND ACCEPTED BY:  
Client**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Named Contracted Vendor:** *Vendor*

# Warranty

Vendor ("Contracted Vendor") hereby warrants to \_\_\_\_\_ ("Client") that, if any such Equipment described on Schedule B attached hereto malfunctions through no fault of Client during the term commencing on \_\_\_\_\_ and terminating on June 30, \_\_\_\_\_, and such Equipment cannot be repaired promptly, Contracted Vendor, *through Specialized Purchasing Consultants*, will replace such Equipment with equipment which is equal to or superior in quality and capabilities to the Equipment being replaced, at no cost to Client. Refer to Schedule B for Additional Provisions to this Warranty.

The only exclusions to this Warranty are as follows:

1. This Warranty will expire for an item of Equipment when the Warranty Life of such item of Equipment in number of copies, as shown on Schedule B attached hereto, is exceeded;
2. This Warranty will expire for an item of Equipment at the date which is ten years after such Equipment was first offered for sale or lease by the manufacturer as shown on Schedule B attached hereto.

**AGREED AND ACCEPTED BY:**  
**Vendor**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
\_\_\_\_\_

**AGREED AND ACCEPTED BY:**  
**Client**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_  
\_\_\_\_\_

## *StarDoc User Names*

| Name            | User Name                     |
|-----------------|-------------------------------|
| Amanda Kelly    | akelly@sacomaine.org          |
| Amy Oliver      | aoliver@sacomaine.org         |
| Cheryl Fournier | cheryl.fournier@sacomaine.org |
| Denise Howes    | dhowes@sacomaine.org          |
| Dorothea Bender | dbender@sacomaine.org         |
| Emily Roy       | eroy@sacomaine.org            |
| Erica Dube      | jhirsh@sacomaine.org          |
| Karen Audie     | kaudie@sacomaine.org          |
| Kate Kern       | kkern@sacomaine.org           |
| Kelly Dorr      | kdorr@sacomaine.org           |
| Lori Angis      | laa                           |
| Nancy Binette   | nbinette@sacomaine.org        |
| Ryan Pinheiro   | rpinheiro@sacomaine.org       |
| William Rankin  | wrankin@sacomaine.org         |

\*If you need to verify your password or if you need to add users, please contact Alex Webster at [awebster@spccopypro.com](mailto:awebster@spccopypro.com)



**2012**

### **STARDOC created**

- Live Floor Plans - Allows IT administrators to move devices around on their own floor plans.

**2013**

### **Daily Tracking**

- Meters gathered daily to track usage
- Daily adjusts projected annual volumes for fiscal year

**2014**

### **Monthly Audits**

- Allows user to see monthly snapshot of current usage and estimated projections

**2015**

### **New Mapping Options & Asset Management**

- Allows mapping of other IT devices (Wireless Access Points, IP Camera, Projectors, VOIP phones)
- IT Asset Management tracks all IT purchases, warranty expirations, etc.



- **Cost Projection by Department or Building** - Who Benefits? Accounts Payable, Business Manager and Superintendent
  - Allows you to formulate next year's budgets as early as December
  - Allows you to see the projected usage bill in advance
  - Tabulate total budgets and total costs district wide
  - Volume or cost pages allow you to pinpoint specific machines on the floor plans
  - Timeline - allowing you to go back to see how your budget compares to previous years
- **Map your devices on Floorplans** - Who Benefits? Business Manager, IT
  - Identifies detailed information (IP address, serial number, vendor ID, CPC, consumed volume, toner and service alerts)
  - Device information tab will allow you to easily access the web interface of the printer/copier
  - Non-Reporting device listing for devices that haven't reported for more than 2 weeks
  - Asset Management (Servers, Wireless Access Points, IP Cameras, Projectors, Apple TV's)
- **Floor Plans Admin** - Who Benefits? Business Manager and IT
  - Allows IT and Business Manager to move devices around on Floor Plan
  - Paper trail of device locations after summer break
  - Will show Previous Devices, Present Equipment and Proposed Equipment



- **Contacts Page** - Who Benefits? Business Manager and IT
  - Control Access and Permissions to Star Doc
  - Toggle Email all (Toner, Service Monthly Audits)
- **Device Listing Page** - Who Benefits? Business Manager and IT
  - Centralized location for detailed information of District's assets
  - Exportable device listing to Excel or PDF
  - Tracks additional non-contract devices
  - IP Addresses and MAC addresses automatically imported
  - Strikethrough on machines that have been removed
- **Monthly Audits** - Who Benefits? Business Manager and Superintendent
  - Monthly Cost Snapshot
  - Shows amount of devices not reporting to help improve accuracy of projections
- **Timeline:** Who Benefits? Business Manager
  - Track historical volume and cost per building
- **“Last Sync Date”** Who Benefits? IT Manager
  - Shows the last time that FMAudit synced for that client



## Benefits of partnering with SPC

### Top Benefits to **our CLIENTS**:

#### 1. Cooperative Buying

By definition, is a model that allows a group of buyers with a common interest to pool their buying power in order to negotiate more favorable pricing and better service. SPC's model allows you to pick your preferred vendor!

- SPC's pricing is so strong ***we pay for our own fee*** by acquiring prices lower than what you can do on your own.
- We will ***save you money*** benefiting from the combined purchasing power of more than 70 clients with over 4,100 devices doing more than 255 million copies and prints per year. In 2016 we purchased approximately 1,070 printing devices, with over 83 million prints out to bid.
- We will ***save you time*** by preparing your bid, negotiating with vendors/manufacturers, presenting a total bid analysis and managing the implementation.
- We will ***save you frustration***. We manage your contracts for up to five years from the date of installation.

#### 2. Exclusive STARDoc Software

- Maps all devices and sets up "Interactive Live Floor Plans" of all printing devices, showing you a Before and After Upgrade look; provides a visual for all decision makers over the next five years.
- STAR Doc studies your printing habits and is able to predict your year-end cost months in advance, before you receive your year-end reconciliation invoice.
- Sets up your next year's budget at the click of a mouse.

#### 3. Simplified Billing Program

- Removes the confusion out of billing.
- Eliminates variety of invoices from multiple vendors that come annually and/or quarterly.
- With SPC's Simplified Billing Program, TWO invoices are sent each year from ONE billing source.
- Reconciles all of your devices at the end of the year: You pay only for what you use; no minimums.

#### 4. Five-Year Equipment Replacement Schedule

- SPC's staff surveys key locations that determine life of existing equipment.
- Specs out new equipment needed: Does not allow vendors to undersize during the bidding process.
- Manages the entire bid process down to the install.

#### 5. Annual Report

- A crucial document that extends the life of your equipment, often getting 8 to 10 years of guaranteed performance! Flags copying trends within your organization such as over usage
- You get an overview of your current equipment situation, reports associated with copying and printing costs and, if needed, recommendations for addressing situations posing a problem

#### 6. Vendor Neutral

- SPC does not recommend just one brand; we suggest what's best for you with serviceability in mind.
- We present you with the bid results and offer recommendations, yet the decision is yours to make.

**SPC has been serving their clients since 1988, saving millions of dollars along the way.**

***Based on current actual volumes and CPCs, SPC has generated***

***Annual Savings of more than \$2.3 million for all of our clients.***

***That translates into Savings of more than \$11.6 million over five years!***



## SPC Values Our Vendors

### Overall Benefits to our VENDORS

- Opportunities brought to you – Hundreds of machines each year: *In 2016 there were over a thousand.*
- SPC is well respected in the industry
- SPC values our vendors and speaks highly of them to our clients.
- National Contracts that are all negotiated with the manufacturers at your disposal

### Vendor Benefits Pre-Bid & During the Bid Process

- Sharing of previous bid results that help you to negotiate with your manufacturers.
- On-Site Survey of client requirements including mapping all devices.
- Writing of the *Five-Year Equipment Replacement Schedule* (Bid Specs).
- Controls the Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment).
- A chance to sell your 'Value Add' directly to our clients after the bids are in. Customer has the right to pay more than low bid.

### Vendor Benefits Before & During Installation

- Digital Needs Analysis: Matching up the machine to installation site.
- Schedule and coordinate Vendor meeting with Client.
- Cover the cost of ESP surge protectors, electrical wiring, computer interface and any unexpected cost!
- Manage installation.
- Audit installation.
- Capture final meter reads for old contracts.
- Close books on old devices & contracts.

### Vendor Ongoing Support

- Yearly meter reads.
- Simplified Billing: SPC collects service funds for the Vendor.
- Collection of all meter reads annually and reconciling them with the Client and Vendor.
- STAR Doc: **S**ystem for **T**racking **A**nd **R**eporting **D**ocuments...Manages the budget.
- Annual Reports that flag machines that are being overused and underused thus improving reliability.
- Mediating warranty issues in sensitive locations.

### Why do some vendors hesitate to bid?

- Vendors worry that bidding will reduce their margins.
- If word gets out on pricing, they feel that their other customers will call and ask for similar prices.
- Lose control of their account as winning bidder may beat their pricing.
- SPC bids are designed to keep specs equal for all, no chance of providing a lesser piece of equipment.

**SPC manages over 4,100 pieces of equipment;**  
**Our relationship with our vendors has never been stronger!**